



Baltimore in Depth

A Closer Look at the 2012 Baltimore Citizen Survey Results

City of Baltimore/Department of Finance/Bureau of the Budget and Management Research



The 2011 Citizen Survey asked 1,761 respondents a series of questions to gauge their satisfaction with the services offered by the City of Baltimore and the quality of life in the City. This report focuses on individuals who lived in the **Southwestern District**.

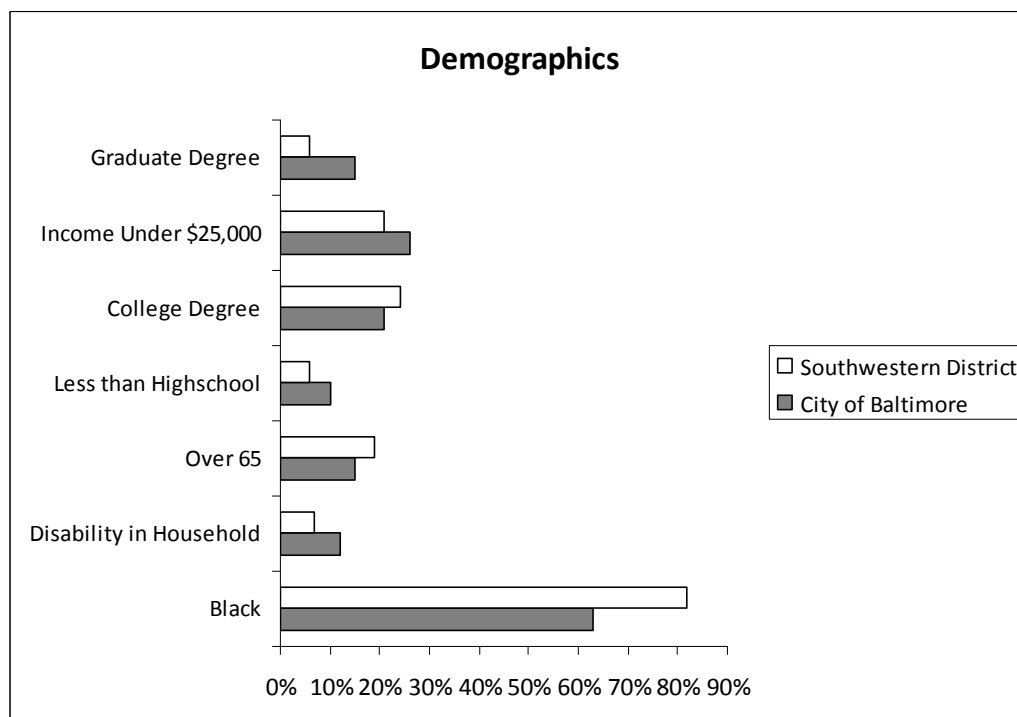


Chart 1: Demographics

Demographics

The Southwestern District of Baltimore differed from the citywide sample as a whole in terms of income, racial makeup, and education level. The chart above shows major differences in select categories, showing how Southwestern Baltimore residents were less likely to have an annual income of under \$25,000, to have a graduate degree, and more likely to identify as Black and be over the age of 65.

Southwestern District

The Southwestern district runs from West Hills and Franklinton in its northwest-most corner, with its eastern border made up of Gwynns Falls/Leakin Park, Edmonson Hilton, Allendale, and Violetville. The major geographic landmarks in the District are Gwynns Falls/Leakin Park along its eastern border, and I-95 running through its southeastern tip.

Key Findings:

Demographics characteristics of Southwestern district residents:

- 21% with income under \$25,000
- 7% in a disability household
- 6% with a graduate degree
- 19% over the age of 65
- 82% were Black

Southwestern district residents were:

- Less likely to be satisfied with City services
- More likely to plan to leave Baltimore
- Less likely to rate neighborhood cleanliness as excellent or good
- More likely to rate services related to a cleaner and more sustainable Baltimore as excellent or good
- Less likely to rate police protection as excellent or good
- Just as likely to rate safety as excellent or good
- Slightly more likely to rate violent crime as a serious or very serious problem

2012 Citizen Survey Results

In the 2012 Citizen Survey, Southwestern district residents were less likely to be satisfied or very satisfied with City services and were more likely to plan on leaving Baltimore in the next one to three years, and less likely to recommend their neighborhood to a friend than the entire sample. The percentage of southwestern district residents who were either satisfied or very satisfied with city services has remained relatively steady, initially dropping from 47% in 2010 to 42% in 2011 before rising to 45% in 2012.

For cleanliness-related issues, Southwestern district residents were less likely to rate neighborhood cleanliness as excellent or good. The percentage of residents positively rating neighborhood cleanliness dropped from its 2011 level, 56%, to 51% in 2012 but remained relatively close to its 2010 level, 53%. However, Southwestern district residents were more likely to rate services related to a cleaner and more sustainable Baltimore, including trash removal services, curbside recycling, and rat removal services, as excellent or good. Only water and sewer services received positive ratings at a lower percentage than the citywide sample.

Southwestern Baltimore residents were more likely to rate most neighborhood-related services, including snow removal services, street maintenance, and sidewalk maintenance as excellent or good. Housing code enforcement received positive ratings at approximately the same rate as the citywide sample. At the same time, quality of life issues such as vacant or abandoned buildings and homelessness were more likely to be rated as serious or very serious problems than the citywide.

While Southwestern district residents were less likely to rate police protection as excellent or good, they were just as likely as the city sample to rate neighborhood safety in the daytime as very safe or safe and slightly more likely to give the same ratings to neighborhood safety in the nighttime. The percentage of residents rating police protection as excellent or good has remained relatively stable, rising slightly from 40% in 2010 to 44% in 2011 before dropping back down to 41% in 2012. Southwestern district residents were also less likely to rate property crime, illegal drug use, and drivers disobeying traffic laws as very serious or serious but were slightly more likely to rate violent crime as a very serious or serious problem.

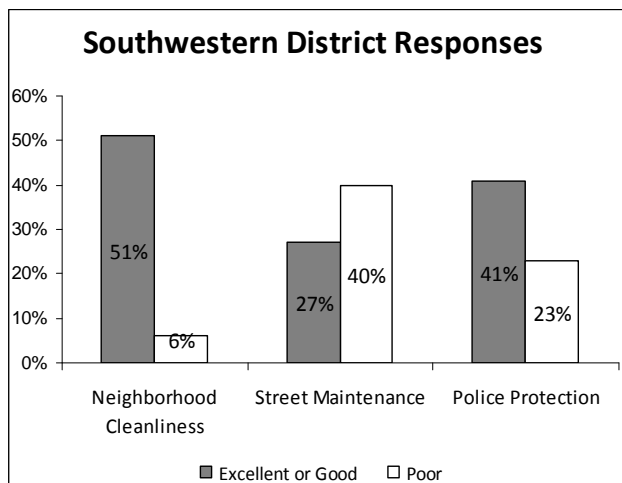
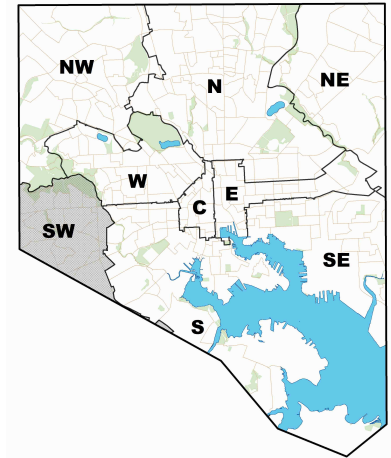


Chart 2: Southwestern District Responses on Cleanliness, Street Maintenance, and Police Protection

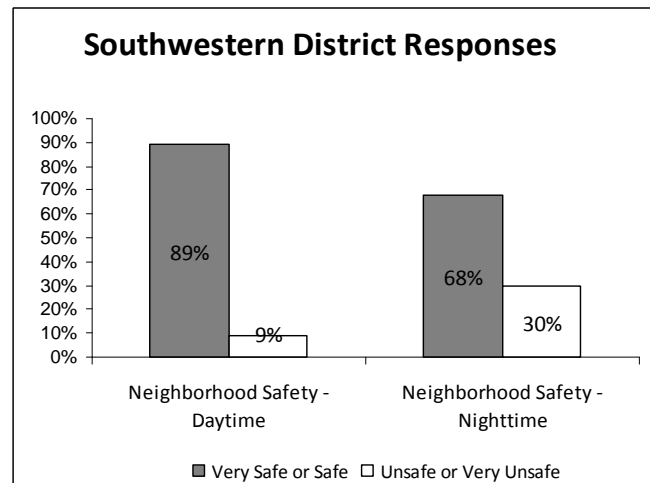


Chart 3: Southwestern District Responses on Safety